

Exhibit D

03 October 2002

1-158304773



The Real Network

Mrs Dickinson
Harrison, Goddard & Foot
31 St. Saviourgate
YORK
YO1 8NQ

04.001.2002-10042

Customer Service Centre
Clippers House
PO Box 740
SALFORD
M50 3YY
Telephone 08457 740 740
Website www.royalmail.com
Textphone 08456 000 606
(for the deaf and hard of hearing)

Dear Mrs Dickinson

Thank you for your enquiry of 24 September 2002 about a Special Delivery item number SJ111615039GB, posted to, 27 Pownall Avenue, Bramhall, STOCKPORT SK7 2HE.

I can confirm that this item was delivered to that address on 18/09/2002 and a photocopy of the signature we obtained is enclosed.

If we can be of any further assistance, please do not hesitate to contact us on 08457 740 740.

Yours sincerely

Julie Lyons

Julie Lyons
Customer Service Advisor

Enclosures: Copy Of Signature

To ensure that we maintain the highest possible standards the service we provide to you is monitored on our behalf by a research agency. Each month telephone interviews are conducted with a sample of the customers with whom we have been in contact. If you would prefer not to be contacted please call Freephone 0800 652 5900 within 7 days of the date of this letter and quote the reference above.



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CONFIRMING YOUR DELIVERY

1158304773

SJ 1116 1503 9GB 12.00pm sign



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Postal Service

